

Tech Tips



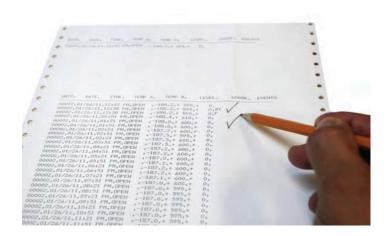
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Product Information

Chart Printer Kit

Chart sells a printer kit that can be connected directly to the serial port of the TEC2000 or TEC3000 for those who prefer paper records. The Printer Kit P/N is 11544943.





Helpful Hints & FAQ's

Q: The CD software is lost that normally is provided with the TEC COM USB kit; how can the software be retrieved? Is it necessary to order the CD?

A: The software is available online, free of charge, posted on Chart's Biomedical Website. Follow the steps to download:

- 1. Open a web browser, type in chartbiomedical.com
- 2. Click on Resource Library
- 3. Click on TEC2000/TEC3000 Resources
- 4. Under Communications click on USB Communications Kit Installation (Download and follow the work instructions; save to computer)
- 5. Under Communications click on USB Communications Drivers and save to computer
- Fast/Quick access method (To download now)
 - Click on this link: http://chartbiomed.com/tec2000.cfm and under

Communications click on USB Communications Drivers and save to computer.

(See accessories below to order the TEC COM Kit, P/N 13376947)

Q: Freezers are normally shipped with a ½ oz tube of silicone P/N 13791518; does the silicone for the temperature probe need to be applied immediately after the freezer installation?

A: Not necessarily. The best recommendation is to verify with the freezer owner/user for their desired height of probes. It is a good idea to allow the freezer to cool down then apply the silicone.

Accessories

TEC COM USB Kit

The TEC COM USB kit, P/N 13376947, is a useful tool to download data from both the TEC2000 and TEC3000 freezer controllers. The tool can assist with periodic maintenance and troubleshooting. Contact customer service.





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